

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Oumar Nabe	:	
	:	Art Unit: 3693
Serial No.: 09/828,414	:	
	:	Examiner: Felten, Daniel S.
Filed: April 6, 2001	:	
	:	
For: METHODS AND SYSTEMS	:	
FOR CUSTOMER	:	
RELATIONSHIP	:	
MANAGEMENT	:	

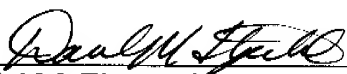
TRANSMITTAL OF FORMAL DRAWINGS

Mail Stop Amendment
Commissioner for Patents
Attention: Official Draftsman
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

In response to the requirement for corrected drawings in compliance with 37 CFR 1.21(d), enclosed herewith are Seventeen (17) Replacement Sheets of Formal Drawings for the above-identified patent application. Applicants submit that corrected drawings were submitted on August 9, 2001. Applicants resubmit the formal drawings herewith. No new matter has been added.

Respectfully submitted,



Daniel M. Fitzgerald
Reg. No. 38,880
ARMSTRONG TEASDALE LLP
One Metropolitan Square, Suite 2600
St. Louis, MO 63102-2740
(314) 621-5070